Member Services

Call Member Services when

- ... you have a question about the program or your medication
- ... you want to order refills by phone
- ... you need additional mail order envelopes
- ... you would like an NMOP brochure

Within the United States: 1 800 903-4680

Outside of the United States: (contact your long distance carrier for access) 800 903-4680 or call 614 421-8211 24 hours a day, 7 days a week

If necessary, a registered pharmacist is available for emergency consultations 24 hours a day, seven days a week by calling the toll-free Member Services number above.

Special Services

The TDD number for the hearing-impaired is 1 800 759-1089.

For the vision-impaired, upon special request with your order, the pharmacist will provide Braille labels for your prescription containers.

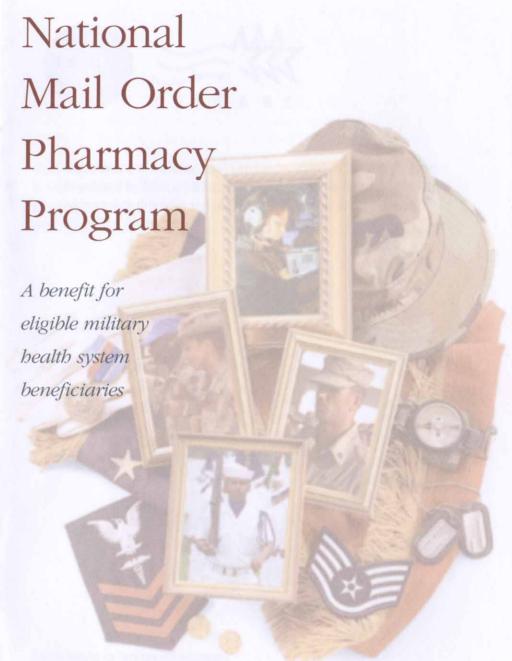
Merck-Medco On The Internet

As a Merck-Medco plan member, you are automatically eligible for all of the online services available at merckmedco.com. Visit our web site anytime to learn about patient care, refill and renew your mail service prescriptions, check the status of your mail service pharmacy order, view up to 12 months of detailed prescription history, request more mail service envelopes, discover a world of health information and much more.



FORM #ZZ347













Your Department of Defense mail service prescription benefit program is administered by Merck-Medco Managed Care, the nation's leading pharmacy service provider, serving the health management needs of over 60 million Americans.

Merck-Medco Rx Services is a registered trademark of Merck-Medco Managed Care, L.L.C. Merck-Medco Managed Care L.L.C. is a subsidiary of Merck & Co., Inc.

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THE DOD NMOP PROGRAM "THE FUTURE OF HEALTHY LIVING"

For Medications You Take on a Long-Term, Ongoing Basis If you're taking prescription medication on an ongoing basis, such as medication to reduce blood pressure or treat asthma, diabetes or any long term health condition, you should consider using this program. This program is not intended to be used for acute medication needs such as antibiotics.

With Mail Order...

- you can be assured that we follow strict quality and safety controls for every prescription filled.
- our mail service pharmacies are staffed with highly trained registered pharmacists.
- you can order up to a 90-day supply of most non-controlled medications (30-day supply of controlled medications) as prescribed by your doctor and as authorized by the DoD NMOP Formulary which can be viewed at: www.pec.ha.osd.mil/nmop/nmophome.htm
- a registered pharmacist is available for emergency consultations 24 hours a day, seven days a week by contacting Member Services at 1 800 903-4680.
- you can request prescription refills either online at www.merckmedco.com or by contacting Member Services at 1 800 903-4680.



	Features	The National Mail Order Pharmacy Program**
	When to use	For prescriptions you take on a regular basis (for example, medication to reduce blood pressure)
	Supply per prescription and refills (as prescribed)	*Up to a 90-day supply of non-controlled medications
		*Up to a 30-day supply of controlled medications
	*(with certain limits as esta	blished by the DoD P&T committee)
_	Deductible	None
	Your Co-payment per prescription	Active Duty Members: \$0
		Active Duty Family Members and Eligible Retirees and their Eligible Family Members:
		Non-Generic (Brand Name) Drugs: \$9
		Generic Drugs (when FDA-approved generic equivalent is dispensed per

** You must obtain a prescription from your physician which can be mailed by you or faxed directly from your physician.

\$3

plan requirement):

** The DoD NMOP Program is a generic based pharmacy service; FDA-approved generic equivalent drugs are dispensed when appropriate.





Features	The National Mail Order Pharmacy Program**	
Formulary	This program will adhere to the National Mail Order Pharmacy Program Formulary (as established by the DoD Pharmacy and Therapeutics Committee)	
NOTE:		

To review the formulary logon to http://www.pec.ha.osd.mil/nmop/nmophome.htm

Member Services

Within the United States: 1 800 903-4680

Outside of the United States: (contact your long distance carrier for access) 800 903-4680 – or call, 614 421-8211 24 hours a day, 7 days a week

To request a refill on the internet: visit: www.merckmedco.com

Prescribers may fax your new prescription directly for you by calling 1 888 EASYRX1 (1 888 327-9791) and following the prompts and directions

Welcome to the DoD **National Mail Order Pharmacy Program**, the convenient inexpensive way to obtain the medications you take on a long-term, ongoing basis.

The Benefits of this Program

- Convenient delivery to your residential address or temporary address (within US Postal Service delivery areas;) or overseas US Embassy addresses
- Free shipping and handling
- You can order up to a 90-day supply of most non-controlled medications (30-day supply of controlled medications) as prescribed by your doctor and as authorized by the DoD NMOP Formulary which can be viewed at: www.pec.ha.osd.mil/nmop/nmophome.htm
- Easy online access for refill requests and health information
- DoD established low co-payments
- No claim forms to file and no waiting for reimbursement

The Department of Defense National Mail Order Pharmacy (NMOP) Program is administered by Merck-Medco Rx Services — the nation's most experienced prescription-by-mail service — with registered pharmacists who are committed to filling every order with quality and care.

All Department of Defense beneficiaries must be registered with the Defense Enrollment Eligibility Reporting System (DEERS) to use the National Mail Order Pharmacy Program.

The NMOP Program is completely dependent upon the beneficiary DEERS profile, therefore it is essential that the beneficiary ensure his/her profile is correct and current. To contact a DEERS Support Office please use the below listed phone numbers.

CA 1 800 334-4162

HI, AK 1 800 527-5602

All other locations within the US 1 800 538-9552





^{**}You must obtain a prescription from your physician which can be mailed by you or faxed directly by your physician

^{**}The DoD NMOP Program is a generic based pharmacy service; FDA-approved generic equivalent drugs are dispensed when appropriate.

Eligibility*:

The following are eligible under this program:

- Active Duty Members Worldwide including Reserve/National Guard personnel (and their family members) on Title 10 or Title 32 active duty orders for more than 30 days.
- All CHAMPUS/TRICARE eligible beneficiaries, regardless of age**

Please note that all Retired Reservists, Guardsmen, and Former Members (to include their family members) do not obtain CHAMPUS/TRICARE eligibility until their 60th birthday.

- Continued Health Care Benefit Program Enrollees (CHCBP)
- * Eligible beneficiaries with other health insurance with a pharmacy benefit must use/exhaust that pharmacy benefit first.
- ** Beneficiaries who turn 65 before 1 April 2001 may participate in the DoD Pharmacy Benefit (NMOP and Retail Pharmacy Network) without being enrolled in Medicare Part B; beneficiaries who turn 65 on or after 1 April 2001 must be enrolled in Medicare Part B (and must ensure DEERS profile is correctly annotated/updated) to participate.

Beneficiaries residing outside US Postal Service delivery areas may use only APO/FPO addresses as their mailing address for this program, and they must have their APO/FPO address reflected in their DEERS file for this program.

Prescriptions cannot be mailed to local national foreign addresses.

Prescriptions may be mailed to a temporary address within US Postal Service delivery areas if you or a family member has an extended stay planned.

Embassy personnel who do not have their own APO/FPO addresses should enter the APO/FPO address of the embassy on the "Ordering Medications from the Mail Service Pharmacy" form. Eligible beneficiaries assigned to embassies which do not have APO/FPO addresses must enter the corresponding official Washington DC address.

Refills Online Makes It Easier!

The Simple Way to Use the DoD National Mail Order Pharmacy

Merckmedco.com makes it easy to order your medications from Merck-Medco Rx Services. Here's how:

1. Ordering new prescriptions

Ask your doctor to prescribe needed medication for up to a 90-day supply of most non-controlled medication (up to 30-day supply for controlled medication)*, plus refills if appropriate. Mail your prescription and correct co-payment in the special order envelope. Be sure to complete the Health, Allergy and Medication Registration Form the first time you order.

Prescriptions for controlled substances and narcotics written by military prescribers will not be accepted unless they have their own personal DEA number.

*DoD NMOP formulary, to include quantity limits established by the DoD Pharmacy and Therapeutics (P&T) Committee, can be reviewed at www.pec.ha.osd.mil/nmop/nmophome.htm

2. Three ways to refill your prescriptions

To be sure you never run short of your prescription medication, you should re-order on or after the refill date indicated on the refill slip. There are three easy ways to request refills — you choose the method easiest for you!

Refill by Internet: To refill your prescription, log on to our web site
at www.merckmedco.com. If you are a first-time visitor, be sure
to register with us. Have your Sponsor's Military ID number, the
prescription number (it's the 12-digit number on your refill
slip/prescription label) and your credit card ready when you log
on. (Note: When you revisit the site after registering, you will only
need to enter your e-mail address and password.)





When ordering refills or obtaining health information at merckmedco.com for the first time, please take note: You will be asked to also register at merckmedco.com. When doing so, indicate that you are a Merck-Medco member. The DoD NMOP Program is administered by Merck-Medco Managed Care. Once you have registered for the DoD NMOP by submitting a completed Health, Allergy & Medication Registration Form and have obtained your first prescription from the NMOP, you are considered a Merck-Medco member.

- Refill by phone: Call Member Services at 1 800 903-4680 and use the automated refill system. Have your member Sponsor's Military ID number, prescription number and credit card ready.
- Refill by mail: Simply mail your prescription and copayment along with an order form in the envelope provided.

3. Delivering your medication

Your order will be processed promptly upon receipt — **usually within 48 hours of receipt** — and your medication will be sent to you via U.S. Mail or UPS along with instructions for future refills, if applicable (see page 2 for information regarding delivery to addresses outside of the continental U.S.). After processing, please allow up to one week for normal mail delivery. A leaflet explaining the purpose of the drug, correct dosage and other helpful information may also be included.

4. Paying for your medication

You may pay by check, money order or you may authorize billing to your credit card: VISA, MasterCard, Discover/NOVUS, American Express or Diners Club.

Important Features of The DoD National Mail Order Pharmacy Program

The DoD NMOP program has been designed to provide you with the quality of care you expect and the service you deserve.

When to Use This Program

The mail order program is designed for maintenance medications. Mail order is not meant to be the source of pharmaceutical care for acute illness/diagnosis. Continue to fill your short-term, acute medications at military treatment facilities (MTFs) and/or retail network pharmacies participating in TRICARE.

Drug Utilization Review: Safe and Appropriate Use of Medications
Under this program, you and your covered dependents benefit from a
comprehensive medication safety review. When your prescriptions are filled
through the NMOP Program, a registered pharmacist performs a quality
check on every prescription dispensed. Each prescription is checked against
your personal medication profile via a direct link to the DoD Pharmacy Data
Transmission Service (PDTS). PDTS is a repository of all prescriptions
processed through the three avenues of DoD Integrated Pharmacy Benefit:
MTF pharmacies, retail network pharmacies and the DoD NMOP Program.
This is especially important if you take many different medications or see
more than one doctor. If there is a question about your prescription, your
pharmacist may contact your physician before dispensing the medication.

Generic Drug Policy

The brand name of a drug is the product name under which the drug is advertised and sold. Many brand-name medications have become well know through advertising. Generic medications are sold under generic names, yet by law they must have the same active ingredients and are subject to the same rigid U.S. Food and Drug Administration (FDA) standards for quality, strength and purity as their brand-name drug equivalents. Generic drugs usually cost less than brand-name drugs, so please ask your doctor to prescribe generic drugs whenever appropriate. Just as generic substitution is a requirement for medications dispensed from MTF pharmacies, under the NMOP Program, when appropriate, generic equivalent medications will be substituted for brand-name medications. Please note that if a generic equivalent drug does not exist, the brand-name drug will be dispensed.



The National Mail Order Pharmacy Program Formulary

By authority of DoD Health Affairs Policy 98-025 dated 23 March 1998, The DoD Pharmacy and Therapeutics (P&T) Committee was established and tasked with the responsibility of managing the DoD NMOP formulary. This committee is composed of military medical providers and pharmacists representing each branch of service and meets quarterly. The DoD Pharmacoeconomic Center (PEC) is the advisory group to the DoD P&T Committee which is staffed by military physicians and pharmacists.

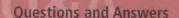
The NMOP Formulary has evolved several times since NMOP stood-up in October 1997. During the May 1999 DoD P&T Committee meeting, the formulary was restructured. The restructured NMOP Formulary is designed to 1) enable beneficiaries and prescribers to more easily and accurately determine the availability of medications 2) promote the use of medications that offer significant clinical and/or economic advantages compared to other medications.

The NMOP program remains a generic based pharmacy service. The new NMOP Formulary consists of three basic sections: 1) covered drugs, 2) excluded drugs and 3) new drugs pending DoD P&T Committee review (i.e. not yet available). In general, injectable and over-the-counter entities are only available if specifically listed in Section 1; most FDA approved oral and topical prescription drugs are available unless identified in Section II or Section III.

A general explanation of the three formulary sections and a detailed description or listing of the drugs included in each section may be found on the Internet at http://www.pec.ha.osd.mil/nmop/nmophome.htm.

Health and Prescription Information

Health and prescription information of members and dependents is used by Merck-Medco Rx Services and its affiliates to administer your health benefits programs. As part of the administration, Merck-Medco Rx Services and its affiliates generally report that information to the Department of Defense. Merck-Medco Rx Services and its affiliates also use that information and prescription data gathered from claims submitted nationwide for reporting and analysis without identifying individual patients. Please be assured that all privacy requirements are strictly enforced.



Frequently Asked Questions and Answers

Q Where can I obtain information about the DoD Integrated Pharmacy Benefit?

A The DoD Integrated Pharmacy Benefit has 3 options for DoD beneficiaries to obtain pharmaceutical care: military pharmacies located on military installations, local retail pharmacies contracted to participate in the TRICARE program, and the DoD NMOP Program which is contracted by Merck-Medco Managed Care. Information on the DoD Integrated Pharmacy can be obtained by contacting 1-800-DOD-MEDS.

Q How do I start using the NMOP Program?

A Regardless of TRICARE status (Prime, Extra or Standard), you must submit a completed Health, Allergy & Medication Registration Form prior to or with the first prescription submitted. The information provided on this registration form will be used to create your NMOP Pharmacy Profile and help ensure quality pharmaceutical care delivery. NOTE: eligibility is checked via direct link with DEERS, therefore, it is imperative that your DEERS profile is current/correct. Registration forms may be obtained from local TRICARE Service Centers (TSCs), most military treatment facilities, and upon request from the NMOP Program contractor by calling Member Services at 1 800 903-4680.



Q If I register with the NMOP Program, can I still use the military pharmacies and/or the local retail network pharmacies?

A Yes, registering for/using the NMOP Program does not restrict access to the other two avenues of the DoD Integrated Pharmacy Benefit. As a matter of fact, it is highly recommended that you use the military pharmacies as much as possible, since this is the most cost effective avenue for both you and DoD. It is also recommended that you use either the military pharmacies or the local retail network pharmacies for prescriptions you need to begin immediately, i.e. antibiotics. It is important for you to know that, regardless of which pharmacy benefit avenue you choose to use for any particular prescription request, your complete DoD pharmacy profile will be reviewed via a link to the DoD Pharmacy Data Transmission Service (PDTS). PDTS is a repository of all prescriptions processed through all three of the DoD Integrated Pharmacy Benefit avenues: military pharmacies, retail network pharmacies and the DoD NMOP Program. Review of all your prescription history provided by PDTS ensures the pharmacist has the necessary information to provide the highest possible quality pharmaceutical care.

Q Can I use the NMOP Program even if I have other health insurance coverage with a pharmacy benefit (OHI with a Pharmacy Benefit) provided by another source, i.e. my current employer or my spouse's employer?

A If you are covered by OHI with a Pharmacy Benefit, you may NOT use the NMOP until and unless you have exhausted pharmacy coverage offered by that plan. Two situations whereby beneficiaries with OHI with a Pharmacy Benefit can access the NMOP are (1) when a prescription submitted to the OHI with a Pharmacy Benefit is denied (i.e. prescribed medication is not covered by the OHI with a Pharmacy Benefit), then that prescription with the "explanation of benefit" (EOB) from the OHI with a Pharmacy Benefit can be submitted to the NMOP Program and it will be honored (if the medication is covered by the NMOP) and (2) when the OHI with a Pharmacy Benefit cap is reached within a particular coverage period (i.e. beneficiary no longer has other insurance coverage with a pharmacy benefit), then a copy of the cap notification from the other health insurance can be submitted to the NMOP Program with each prescription request and the prescription will be honored (if the medication is covered by the NMOP) until the OHI with a Pharmacy Benefit is renewed.

Q Besides saving me money, what other benefit do I get from using the NMOP Program?

A You will get a comprehensive, easy to use drug benefit at the lowest out-of-pocket cost. Best of all, your prescription will undergo a quality assurance/clinical screening against your complete personal DoD Integrated Pharmacy System profile via direct link to the DoD Pharmacy Data Transmission Service (PDTS). PDTS is a repository of all your prescription information, compiling your prescription utilization from military pharmacies, retail network pharmacies and the NMOP Program. This complete, real-time information helps the pharmacist ensure delivery of the highest quality pharmaceutical care, i.e. preventing adverse drug reactions with other medication you are taking.

Q How can I determine if the medication I need is on the NMOP formulary and/or has a prescribing restriction, i.e. quantity/day supply limit, prior authorization requirement?

A There are two sources of DoD NMOP Formulary information:
(1) You can review the DoD NMOP Formulary webpages on the DoD Pharmacoeconomic Center's website at www.pec.ha.osd.mil/nmop/nmophome.htm or (2) call Merck-Medco Member Services at 1 800 903-4680 within the United States; outside the United States, contact your long distance carrier, to access 1 800 903-4680 or call 1 614 421-8211.

NOTE: per DoD Health Affairs Policy 98-025 dated 23 March 1998, the DoD Pharmacy and Therapeutics (P&T) Committee was established and tasked with the responsibility of managing the DoD NMOP Formulary; formulary decisions are made during the quarterly DoD P&T Committee meetings.

Q Will prescriptions written by any doctor (medical provider) for me be honored?

A By law, only prescriptions written/authorized by a prescriber licensed to write prescriptions in the United States, District of Columbia, or any territory of the United States shall be considered valid prescriptions.

Prescribers must be licensed by one of the U.S. states or territories. For controlled drug prescriptions to be honored, the prescriber must provide his/her individual DEA number. Also, prescriptions written/authorized by a prescriber for him/herself or a family member cannot be honored.

- Q What information is required on each prescription when submitting new prescriptions?
- A The first rule of thumb is the more information provided on the face of each submitted prescription, the less likely there will be a delay in processing your prescriptions. Patient and prescriber information should be clearly legible. Patient information must include the patient name, sponsor's military identification number (social security number), patient address and daytime/evening phone numbers. Prescriber information must include the prescriber name (if prescription is written on an office prescription blank with more than one doctor listed, please circle the name of your doctor), address, phone number, and DEA number for controlled drug prescriptions. NOTE: A reference to US EST (east coast time) correlating to your time zone is helpful, especially for overseas beneficiaries.
- Q Once I have placed a prescription order, how can I check the status of the order?
- A Provided no intervention (i.e. consulting with the prescriber) is required during the processing of your prescription order, the order is usually shipped within 48 hours after being received by the NMOP contractor. You can and are encouraged to check the status of your order if you have not received it within 5 to 7 days. You can check the status of your order either on the internet at www.merckmedco.com or by contacting Member Services at 1 800 903-4680.
- Q I am a member of a National Guard (or Reserve) unit. Am I eligible to use the NMOP program? Are my family members eligible?
- A National Guard/Reserve personnel (and their family members) are eligible to use the NMOP program IF AND ONLY IF the sponsor is on Title 10 or Title 32 (Federal) active duty orders for more than 30 days. Coverage begins the day the sponsor's orders begin for both the member and their family members. Eligibility is discontinued for both the member and their family members on the last day of their Federal orders.

- Q As a National Guard (or Reserve) member on Title 10 (or 32) orders for 120 days (for example), what do I need to do to ensure myself and my family members will be able to use the NMOP program during that time?
- A Activated status must be reflected in the DEERS records of ALL members of the family (to include the sponsor) in order for their Eligible status to be communicated. To verify that this update in status has occurred, the sponsor should contact DEERS Customer Service (prior to deployment, if at all possible and applicable) to verify how their status is being shown (1-800-538-9552). Any changes, additions, deletions, etc. will need to be done in person at the nearest ID card issuing facility (customer service technicians at the above phone number will be able to tell you where this is for your location).

TRICARE Customer Service by region

Region 1 Sierra Military Health Services	Connecticut, Delaware, Maine, Massachusetts, Maryland, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Northern Virginia, Washington DC, NE corner of W Virginia	1 888 999-5195
Region 2 Humana Military Health Services	North Carolina, southern Virginia	1 800 931-9501
Region 3 Humana Military Health Services	Florida (excluding panhandle), Georgia, S Carolina	1 800 444-5445
Region 4 Humana Military Health Services	Alabama, Florida panhandle eastern third of Louisiana, Mississippi, Tennessee	1 800 444-5445
Region 5 Humana Military Health Services	Illinois, Indiana, Kentucky, Michigan, Ohio, W Virginia, (except NE corner), Wisconsin	1 800 941-4501
Region 6 Health Net	Arkansas, western two thirds of Louisiana, Oklahoma, Texas (not SW)	1 800 406-2832
Region 7/8 TriWest	Arizona, (not Yuma), Colorado, Idaho (not northern), Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, N Dakota, S Dakota, Texas (SW including El Paso) Utah, Wyoming	1 888 874-9378 (1 888 TRI-WEST)
Region 9 Health Net	Southern California and Yuma, Arizona	1 800 242-6788
Region 10 Health Net	Northern California	1 800 242-6788
Region 11 Health Net	Washington, Oregon, Idaho	1 800 404-0110
Region 12 Health Net	Hawaii, Alaska	1 888 242-6788
Europe	Europe, Africa, Middle East, Iceland	1 888 777-8343
Pacific	Pacific, WESTPAC	1 800 777-8343
Latin America	Panama, Central America, S America, Canada	1 800 777-8343



